

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors: Maria Theresa Barnes-Leon; Nardo B. Catahan Jr.;
Shailendra Garg; Ramaswamy Sundararajan

Assignee: Siebel Systems, Inc.

Title: SERVICE REQUEST COMMON OBJECT

Application No.: 10/809,927 Filing Date: March 24, 2004

Examiner: Ho T. Shiu Group Art Unit: 2457

Docket No.: OIC0103US Confirmation No.: 6763

Austin, Texas
April 6, 2010

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO NON-FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated January 6, 2010, having a shortened statutory period expiring on April 6, 2010. Further examination and reconsideration are respectfully requested in light of the following amendments and remarks.

No amendments to the specification or drawings are presented in this paper.

Amendments to the claims begin on page 2 of this paper.

Remarks begin on page 17 of this paper.